

# 2019 ANNUAL REPORT

*MISSION: To strengthen Utah's workforce development system to meet employer needs through innovative strategies that keep pace with economic change.*

## MESSAGE FROM THE BOARD CHAIR



The Governor's State Workforce Development Board continues to move forward in supporting the implementation of Utah's Workforce Innovation and Opportunity Act Plan. We are in the fourth year of our initial plan, which means we are gearing up to write the next four-year plan. As board members, we have learned a lot

during the past four years, and we have developed a deeper understanding of the organizations that support Utah's workforce system. Through committee participation, members have been devoted to guiding the workforce system to better align services, leverage resources and provide outstanding service to students, job seekers and businesses across Utah.

I feel fortunate that Utah has developed a strong board with dedicated members who are willing to donate their time and energy to support this important work. Thank you to the chairs

and co-chairs of the five committees for your hard work. Thank you to each of the committee members for your enthusiasm, time and commitment. Utah's workforce benefits from the extraordinary partnership between the public, private and nonprofit sectors that we as board members have shaped.

While we have accomplished many things, there is still work to be done. Writing the new four-year plan provides the opportunity for us to refine and target our efforts to support Utah's workforce system needs. I look forward to this challenge because a thriving workforce benefits all of us.



Megen Ralphs, M.S.  
Chair, State Workforce Development Board  
Vice President – Business Systems, Metalcraft Technologies

## MESSAGE FROM THE GOVERNOR'S DESIGNEE



Utah's economy continues to grow, which provides opportunities and challenges for the State Workforce Development Board. The board has accomplished great things for Utah's workforce, including the certification of another new one-stop employment center, collaboration with industry partners and closer coordination among core partners. These activities are

creating more efficient and successful service pathways for job seekers. Read more about our accomplishments on page 2.

With state at full employment, the Department of Workforce Services and the State Workforce Development Board must

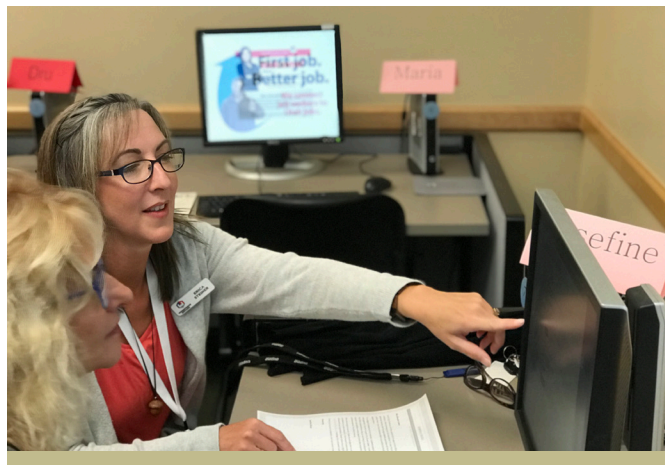
continue to improve opportunities for existing workers to gain additional training, move forward in their careers, earn a higher income and better support their families.

On behalf of Governor Herbert and myself, I want to thank the members of the board for their time and dedication to meeting employer needs and supporting job seekers and workers. I look forward to our continued progress and partnership.



Jon Pierpont, Governor's Designee  
Executive Director, Department of Workforce Services

# ACCOMPLISHMENTS 2018-2019



## OGDEN ONE-STOP CERTIFICATION

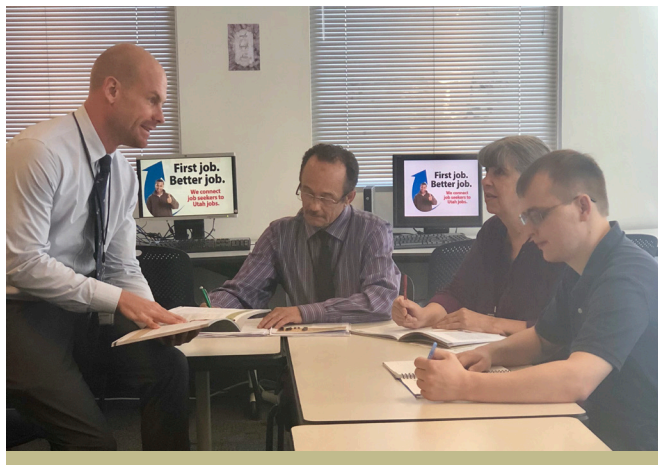
Utah's State Workforce Development Board certified Utah's fifth Comprehensive One-Stop Center. The certification process included a partner agency management meeting, training all partner staff to ensure they are familiar with all the services and resources available, the board's review of the center to ensure customers have access to high quality services from all Workforce Innovation Opportunity Act (WIOA) partners, and the center's commitment to meeting at least two times per year for continuous service alignment and coordination improvement.

## UPDATED CERTIFICATION CRITERIA

An important assignment, required under the Workforce Innovation and Opportunity Act, is for the State Workforce Development Board to review and update One-Stop Center certification criteria every two years. The board reviewed the criteria and made recommendations that have streamlined and improved the process.

## IMPLEMENTATION OF JOB SEEKER SURVEY

A job seeker survey was developed with active participation from the State Workforce Development Board. The survey was implemented statewide in all



comprehensive and affiliate One-Stop Centers. Early results are providing information to help improve and align services and coordinate with partners in the One-Stop Centers.

## ADULT EDUCATION

The State Workforce Development Board actively participated in the grant award process for Adult Education and Family Literacy Act funds. The board made recommendations based on their review of selected sections of the grant forms. Adult Education awarded funds to 24 districts and organizations throughout Utah.

## SERVICE PROJECT

Utah's State Workforce Development Board is the only board in the United States to partner with government agencies and community organizations to conduct a clothing drive. In December 2018, Utah's workforce development partners came together to collect thousands of items that were delivered to homeless service providers in each region of the state.

# STATE WORKFORCE DEVELOPMENT BOARD COMMITTEE REPORTS



## APPRENTICESHIPS **CHAIR: JOEY GILBERT** **CO-CHAIR: DIANE LEWIS**

“Apprenticeship plays an important role in the development of a highly skilled and qualified

workforce,” said committee chair Joey Gilbert. “Much like vocational and technical education, apprenticeships have long been considered as second best to degrees, but we are working to enhance the perception of apprenticeships.” The committee supported the Apprenticeship Job Fair during National Apprenticeship week, provided content for the Utah apprenticeship web page and supported new programs in the technology field.



## OPERATIONS **CHAIR: GARY HARTER;** **CO-CHAIR: JIM BOYD**

“It has been an honor to engage with the dedicated industry and government members of the Operations

Committee as we visit and certify One-Stop Centers, engage with the many partners and see the passionate professionals who work hard each and every day to provide for each customer who comes through their doors,” said committee chair Gary Harter. The Operations Committee oversaw the certification of the Ogden One-Stop Center and revised certification criteria to help ensure effective partnerships in the One-Stop Centers. Job seeker and employer surveys are being tested and implemented.



## SERVICES TO INDIVIDUALS WITH DISABILITIES **CHAIR: DAVE DIXON**

“Members of this committee are a valuable resource to individuals with disabilities and business partners,” said chair Dave Dixon. The committee

supported the Golden Key Awards recognizing businesses that hire and support individuals with disabilities. The committee works closely with Utah’s Business Leadership Network and implemented several events for students and employers.



## CAREER PATHWAYS **CHAIR: SABRINA DEPENBROCK**

The Career Pathways Committee identified and adopted a general definition of “career pathway” that will be used by all partners to support a statewide Career Pathways template.

The committee facilitated discussions related to improving alignment, connections and filling gaps among partner programs.



## YOUTH **CHAIR: WALLY TROTTER**

This committee can “help the youth of our state complete their education, learn a skill, enter the workforce and feel a sense of accomplishment in providing for their own needs, while pushing the economy of

Utah forward,” according to chair Wally Trotter. The committee collaborates with youth and employers to develop workshops to teach youth how to find and keep a job. The group continues to support the engagement of employers in work-based learning activities and helping youth connect with those opportunities.



# SUCCESS STORIES

Learn more about how Workforce Development programs are changing lives by watching Workforce Win videos at: [youtube.com/user/jobsutahgov](https://youtube.com/user/jobsutahgov)

## WORKFORCE DEVELOPMENT DIVISION

When Brad first met with Ogden employment counselor Kyle Bullock, he was a high school dropout living in an unstable situation. After several meetings and utilizing some motivational interviewing techniques to identify Brad's goals, he started in the YouthBuild program and hit the ground running! He earned several certifications and his adult education diploma by the time he completed the YouthBuild program. Brad joined the United States Marine Corps to pursue a military career.

## VOCATIONAL REHABILITATION

Abraham applied for vocational rehabilitation when he was a high school student receiving special education services. After meeting with a vocational rehabilitation counselor, they discovered his passion for cars. With assistance from a Choose to Work Employment Specialist, his counselor set up an on-the-job training with Hansen Motors, where he received hands-on experience learning the basics of auto mechanics and vehicle maintenance. Abraham also received assistance through the Work Incentives Planning Services program where he learned about his earning capacity and how his earned income affects his social security benefits. After successfully completing training, Abraham was offered a permanent job as an automotive service technician with Hansen Motors — along with a raise! Read more about Abraham and other success stories at [jobs.utah.gov/usor/vr](https://jobs.utah.gov/usor/vr).

## WIOA YOUTH

When WIOA Youth employment counselor Kim Smart met Parker, who has autism, she noticed that he was smart but needed some help staying motivated to reach his goals. His first goal was earning his GED, and his overall

employment goal was to become a librarian. After he completed his GED, Kim and Parker decided it was time for him to work on his communication and work skills. They worked with Easter Seals to get him a volunteer position at the aquarium where he worked on his social skills until he was ready to work towards becoming a librarian. Kim worked with Workforce Development Specialist Gary Kimber to see if they could secure an Employment Internship Opportunity for Parker at the South Jordan Library. He was given a 13-week internship that later became a permanent position.

## ADULT EDUCATION

Katie Boender is a mother of two young children, working a full-time graveyard shift to support them, while attending adult education classes at Entrada Adult High School. She graduated high school in June 2019 and plans to attend Weber State University this fall. In her graduation speech, Katie said, "I've been in and out of jobs that didn't pay very well. I had a hard time finding an employer with a good starting pay that would hire me without a GED or diploma. When I came back to Entrada, I promised myself I wouldn't give up because I didn't just owe it to myself, but I owed it to my kids. There were times I had to drag them along with me to take my tests and make them sit quietly, so I could focus in school. At one point I had given up, but I got an email from Bri at the Entrada testing center encouraging me to come back and graduate. Her faith in me was just what I needed to push myself to finish school."



*Find State Workforce Development Board members, meeting schedule and minutes and information about WIOA at [jobs.utah.gov/swdb](https://jobs.utah.gov/swdb).*